



TENANT MANUAL

Building Policy & Safety Guide

Bell Plaza
3800 American Blvd West
Bloomington, MN 55431

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Property Specific Information

Welcome To Bell Plaza

On behalf of building ownership and our entire building staff, we extend a warm welcome to Bell Plaza. We are delighted to have you as our tenant and will do everything possible to make your tenancy enjoyable and rewarding.

This guide is intended to be a resource for the various services and amenities that are offered at Bell Plaza, as well as the general operating procedures in place at Bell Plaza.

Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, Cushman & Wakefield requests that you designate a "tenant representative" to be the contact between your company and the Management Office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees.

Please call us with specific questions regarding the information in this guide. We look forward to a long and enjoyable partnership with you.

Building Information

MANAGEMENT OFFICE

Cushman & Wakefield

Bell Plaza
3800 American Blvd. W., Suite 745
Bloomington, MN 55431

Phone: (952) 838-3730

Hours of Operation: 8:00AM – 4:30PM, Monday - Friday
www.bellplazamn.com

Bell Plaza offers a variety of services and conveniences. Please direct all requests and questions concerning the building to the Management Office at the above number. Engineers are on call 24 hours a day, seven days a week, for building emergencies.

MANAGEMENT CONTACTS

Heather Shultz

General Manager
Phone: (952) 346-4609
Email: heather.shultz@cushwake.com

Rachel Solheim

Property Administrator
Phone: (952) 838-3730
Email: rachel.solheim@cushwake.com

LEASING CONTACTS

Steve Shepherd

Managing Director
Newmark
Phone: (612) 430-9973
Email: steve.shepherd@nrmk.com

Matt Elder

Associate Director
Newmark
Phone: (612) 430-9974
Email: matt.elder@nrmk.com

IMPORTANT NUMBERS TO KNOW

All Emergencies	911
Management Office	(952) 838-3730
After Hours Building Emergency Number	(952) 838-3730 ext. 9
Security	(952) 232-7844
Local Police Department	(952) 563-8700
Police Department (Non-Emergency)	(952) 563-4900
Fire Department	(952) 563-8933
Area Hospital Fairview Southdale	(952) 924-5000
Water Company City of Bloomington	(952) 563-4905
Electric Company Xcel Energy	(800) 895-1999
Gas Company CenterPoint Energy	(612)-372-5050

RENTAL REMITTANCE

Rent should be paid by the first day of each calendar month during the term of your lease. Please send checks to the following address:

Sterling Northland, LLC
c/o Cushman & Wakefield
SDS-12-2659, PO Box 86
Minneapolis, MN 55486-2659

For direct deposit: for both ACH and FED Wire Instructions

Contact the management office information.

- Contact Person: Heather Shultz 952-346-4609
- Email: heather.shultz@cushwake.com

RECYCLING PROGRAM

Please contact the Management Office to receive information on the Bell Plaza recycling program

DELIVERIES

If deliveries require the use of two or four wheel dollies, carts or other types of conveyances, please notify delivery personnel to use the loading dock and freight elevator. The delivery dock is located on the lower level on the north side of the building.

All large deliveries must be scheduled in advance through the Management Office.

BUILDING'S MAILING/SHIPPING INFORMATION

Your mailing address is:

Your Firm Name (or individual name)
3800 American Boulevard West, Suite Number
Bloomington, MN 55431

AMENITIES

Shops and services available in and within the surrounding area of Bell Plaza may be found at the building's web site at www.bellplazamn.com.

Bell Plaza Fact Sheet

- Building hours are Monday through Friday from 6:00AM - 9:00PM; Saturday from 8:00AM - 1:00PM.
- Parking is available in the three story ramp on the east side of the building. Please lock your vehicle at all times. Do not leave your vehicle overnight without notifying the Management Office and signing a waiver.
- The designated smoking area is located on the second level of the parking ramp.
- The outgoing mail drop box is located on the first floor and lower level.
- The Federal Express drop box is located on the first floor.
- Amenities of the building include:
 - Restaurant – hours 7:30AM - 2:30PM M-Th F 7:30AM – 1:30PM subject to change, (952) 806-6255
 - Catering available
 - Conference rooms
 - Fitness center
 - Oil change specials with Bobby & Steve's
 - Dry cleaning service available by Hallmark
- Free Wireless Internet is available in the restaurant, conference rooms and atrium lobby.
- Bike racks available in the parking ramp (**no bicycles are allowed in the building**).
- If you wish to be escorted to your vehicle, ask the security personnel at the second floor lobby desk.
- Security Guard hours are Monday through Friday 6:00AM - 11:00PM; Saturday and Sunday 8:00AM - 8:00PM.
- The lost and found is located in the Management Office. Please report all lost and found items to the Management Office.

General Information

PLEASE NOTE THAT THIS PORTION OF THIS GUIDE WAS DESIGNED TO PROVIDE YOU WITH GENERAL INFORMATION ABOUT BUILDING SERVICES AND OPERATIONS. IN THE EVENT OF A CONFLICT BETWEEN THE INFORMATION CONTAINED IN THIS GUIDE AND THE SPECIFIC TERMS OF YOUR LEASE, THE TERMS OF YOUR LEASE SHALL SUPERSEDE THIS GUIDE.

Building Services and Operations

Providing excellent service to you is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance by notifying us of any situation or condition that you feel requires attention.

BUILDING MAINTENANCE

A service request may be submitted through any of the following channels:

1. Submit an electronic request through the "Tenant Request" feature located at the building website at www.bellplazamn.com. Button located at the bottom of the home page.
2. Submit a service request via email at rachel.solheim@cushwake.com.
3. Contact the Management Office at 952-838-3730.

Note: Submitting a request online is the most efficient method, and will allow self-service work order entry, status checking and the ability to review work order history online. We strongly encourage you to submit requests electronically. If you would like to learn more about how to make and manage your service requests electronically, please contact the Management Office for details.

Once a service request has been received, the management staff will address the problem as soon as possible and, if applicable, send an invoice for the completed service request. If the situation warrants external assistance, the management staff will obtain pricing approval prior to performing the work.

Please direct all service requests to the Management Office rather than maintenance personnel. This procedure helps the management staffs track your requests and ensure that they are resolved in a timely fashion.

Building Operations

MANAGEMENT OFFICE

Cushman & Wakefield

Suite 745

Phone: 952-838-3730, 24 hours

Fax: 952-838-3731

Office Hours: 8:00AM to 4:30PM, Monday through Friday.

The building offers many services and conveniences. Please direct all requests and questions concerning the building to the Property Manager at the above number.

SIGNS, LETTERING AND NOTICES

The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please contact the Management Office.

If you wish to display a sign or notice in any public area of the building, prior written approval from the Management Office is required. All tenant signage must be ordered through the Management Office.

LOST AND FOUND

Please report any lost or missing items to the Management Office. Items found on the premises are kept in the Management Office for six months.

ENERGY CONSERVATION

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely. Following are examples of how your employees can help in our efforts to reduce energy costs:

- Window treatments should be closed during those times when there is direct sun (including weekends).
- Employees should be reminded to turn off all lights, computers, copiers, coffee makers, etc., when not in use or before leaving for the evening or weekend.

HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the building operate Monday through Friday during normal business hours. If at any time during working hours you desire adjustment to the temperature within your suite, electronically submit a work order or contact the Management Office for assistance. To avoid damage and minimize delays, please do not adjust thermostats. In addition, we suggest that you keep blinds closed when in direct sunlight. Keeping blinds closed at night and over the weekend will help maintain a more constant temperature in your suite. HVAC services after business hours are available upon request and can be scheduled by submitting a service request on-line or by contacting the Management Office. There will be a charge for after-hours HVAC service.

TRASH REMOVAL

Normal building trash removal is provided as a standard building service. Large-scale debris, such as that following construction or minor renovations, is your responsibility as the tenant. For disposal of debris and boxes, please contact the Management Office. In addition, you as the tenant are responsible for the removal of all medical, infectious or hazardous waste from the premises, including any needles, syringes and other articles or substances classified as medical, infectious or hazardous waste by law. Any such removal must be approved by Cushman & Wakefield and performed in compliance with applicable law.

**Tenants are responsible for recycling all electronic equipment. Contact the Management Office with any questions.*

JANITORIAL SERVICES

Janitorial services are typically provided Monday through Friday. If you have any special cleaning requests, please contact the Management Office.

TENANT FUNCTIONS AND GUIDELINES

If you are planning a function (e.g., party, reception), please notify the Management Office at least two weeks in advance. The Management Office maintains certain policies and procedures that assist in coordinating events and limiting liability of the building. The Management Office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and Certificates of Insurance. A function may not be held in the common areas or on the building grounds without prior management approval.

SMOKING AREA

The building ownership provides a smoke-free environment for its tenants and its visitors.

Smoking (including e-cigarettes), candles, incense and open flames are not permitted in any portion of the building. This includes but is not limited to restrooms, hallways, elevators, stairwells, executive parking garage, loading dock area, and inside tenant suites. In addition, smoking is not permitted within 25 feet of the building's entrances.

Smoking policy and enforcement are sensitive issues for everyone. We are requesting each tenant's assistance in informing your employees, contractors, and visitors of the smoking policy and require them to respectfully dispose of their cigarette butts in the proper ash tray provided in lieu of landscape areas (i.e. plant beds or flower pots), sidewalks, or the parking lot as this creates potential fire hazard and unclean appearance. Thank you for your assistance and cooperation with this request.

Smoking is permitted only in the designated area on the second level of the parking ramp.

STAIRWAYS

All exit stairways are for **EMERGENCY USE ONLY**. Please notify all employees of this security restriction and ask that they cooperate fully so that we may help keep the building secure.

Amenities

ONSITE SHOPS/SERVICES

The following shops/services are available on the premises during business hours:

- Restaurant – catering available
- Fitness Center
- Free Wireless Internet in Atrium Lobby/Conference Rooms/Restaurant

STORAGE

Storage is available on a permanent or temporary basis. If you require storage space within the building, please contact the Management Office.

PARKING

Parking is available in the three story ramp on the east side of the building. Administration and operation of the garage is directed by the Management Office.

Tenants may use the parking ramp and executive garage 24 hours a day, 7 days a week. Parking spaces in the ramp are available on a non-reserved basis. Executive garage reserved spaces may be arranged through the Management Office. Visitor parking is also available on the first level of the ramp. A two hour limit has been placed on these parking spaces.

Although the ramp and executive garage are patrolled by security personnel, Cushman & Wakefield is not responsible for vehicle theft or damage. Please lock your vehicle at all times, and do not leave it in the garage overnight. If an overnight stay becomes necessary, please notify the Management Office.

FITNESS CENTER

Membership for the fitness center is free of charge by completing a waiver. Lockers may be rented for overnight usage on a monthly basis with a small fee. Please contact the Management Office for more details.

DRY CLEANING SERVICE

Hallmark Cleaners drop-off box is located on the lower level. Call 952-881-8411 to start services.

VENDING MACHINES

Beverage and snack machines are located on the lower level.

Conference Room Policies and Procedures

The conference rooms are for exclusive use of Bell Plaza tenants only. Maximum capacity for the large conference room is 50 and for the small conference room, 16.

RESERVATIONS

Reservations for the conference room are accepted, by an authorized tenant representative, up to and within six months in advance of the day requested. Reservations beyond 6 months will not be accepted.

Reservations are taken on only a “First Come, First Serve” basis within the six-month time frame. Each tenant may not exceed more than ten reserved days in the given six-month time frame. If Landlord is unable to provide use of the conference facility for a confirmed reserved date, its only obligation would be to use reasonable efforts to provide an alternate location within the subject property. If tenant finds that the alternate location is not acceptable, tenant may cancel their reservation without penalty.

Tenant shall take appropriate measures to keep the event activities from interfering with or causing undue nuisance to the tenants or occupants of the building surrounding the conference facility.

MAKING A RESERVATION

You can make your request for a reservation online via the tenant portal at www.bellplazamn.com by clicking on the Tenant Request link at the bottom of the page and filling in the appropriate information. If you are not aware of your login ID and password you may contact the Management Office to obtain it. Once the request has been confirmed you will receive an email confirmation stating so.

The conference rooms are available Monday through Friday. The cost for rental is \$10 an hour.

Any requests for other time frames, weekend or after-hours reservations will be discussed on a case-by-case basis with the property manager.

ROOM SET-UPS

For the **Minneapolis Conference Room** (suite 140) there are three established room set-ups to choose from:

- Board Room Set Up 24 seats
- Normal Set Up 26 seats
- Classroom Set Up 50 seats

The **St. Paul Conference Room** (suite 135) has 8 tables/16 chairs and Tenants may arrange the rooms in their own configuration if preferred.

PAYMENT

The conference room fee will be billed to the tenant requesting use of the facility. These charges are subject to the same late fee structure as contained in your lease agreement. Payment should be sent to the remittance address on your monthly rent statement.

CANCELLATIONS/REFUNDS

To ensure the best possible room availability for all building tenants, **cancellations MUST be made one business day in advance of the reservation date** or you will incur the expense of the reservation submitted.

ACCESS

The building conference room will be opened for you in advance of the event.

AFTER YOUR EVENT

The tenant must remove all materials and items brought into the room by the tenant. Landlord is not responsible for any items placed within this facility prior to, during, or following an event.

The room should be left in a clean condition with trash placed in receptacles. Any excessive cleaning or repairs necessary to accommodate the next tenant will be billed back to the responsible tenant.

Building Services

JANITORIAL

Offices, restrooms and public areas are cleaned nightly, five times per business week. During the day, porter service is provided for the restrooms, elevators, elevator lobbies and the general public area. If you require cleaning of above-standard improvements (e.g., parquet floors, glass partitions) or have any special cleaning requests (e.g., carpet shampooing, dishwashing, stripping/waxing of vinyl floors), please contact the Management Office.

Moving companies and vendors must remove their boxes from the premises after deliveries. If you have boxes to be disposed of, please flatten them, stack them within your office space and clearly mark them "trash." You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the Management Office. At no time should boxes, trash or excess materials/equipment of any kind be left in the hallways, lobbies, freight elevator lobby, or any area designated as a fire exit.

RECYCLING & TRASH

Cushman & Wakefield currently participates in a single sort recycling program. The building will supply each employee that wants one a small blue deskside recycling bin. In every suite we have placed large Blue plastic recycling containers near the copy machines and in the kitchenettes. It is each tenant's responsibility to empty their recycling container from under their desk into the larger container; the cleaning staff will then service the larger containers nightly. In addition, we supply trash and recycling stickers (for items too large for the waste/recycling bins)

Please help maintain our recycling program by education your employees on the program and what is acceptable. Cardboard boxes should be broken down and labeled with a Trash or recycling sticker. The janitorial staff will remove the boxes nightly. If a tenant requires a significant number of cardboard boxes to be removed from their space, we ask that advance arrangements be made by contacting Property Management as there may or may not be a janitorial charge to remove them.

Large items, such as electronic equipment, furniture and batteries, may not be disposed of in the standard waste removal. Please Submit a service request thru MRIAngus and our building staff will help you dispose of these items. A fee will be applied and billed back to the tenant, prices depend on items and weight.

Bell Plaza participates in a Single Sort Recycling Program.

This means all the items listed below can be thrown into the same recycling container.

Items **acceptable** for recycling include:

- Paper
 - Office paper (all colors)
 - Newspaper, magazines, catalogs, junk mail
 - Envelops
 - Phone books
- Cardboard – Flatten the box
- Cans – Aluminum, Steel & Tin

- Glass – Bottles, Jars, ect.
- Plastic – Milk jugs, All containers #1 through #7 (bottles, cups, food containers, tubs, bowls, plastic bags, etc)
- Juice boxes, milk cartons, paper cartons
- Plastic Silverware
- Please rinse food from containers before disposal.

Items that **are not** acceptable for recycling include:

- No Garbage
- No Food Waste or food tainted items (used paper plates, towels or napkins)
- No Pizza Boxes
- No Egg cartons
- No Ice cream cartons
- No Freezer packages (lean cuisine, etc)
- No aluminum foil or plastic bags
- No Styrofoam (including packing peanuts, cups or plates)
- No aerosol cans, helium tanks
- No Batteries
- No light bulbs
- No clothing
- No CD's , blueprints

HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the building operate Monday through Friday, 7:00AM to 6:00PM, and on Saturday, 8:00AM to 1:00PM. If at any time during working hours you desire adjustment to the temperature within your suite, contact the Management Office for assistance. To avoid damage and minimize delays, please do not adjust thermostats without assistance. Remember to turn off all lights in areas that are not in use. This conserves energy and helps the HVAC equipment operate more efficiently. Please keep blinds closed when in direct sunlight.

HVAC services after business hours are available upon request, and can be scheduled by contacting the Management Office. A 24-hour notice is required for such requests.

MAINTENANCE AND REPAIRS

If you experience a problem within your suite that requires maintenance assistance and/or repair, please have your tenant representative: Use the online request system at www.bellplazamn.com or call the Management Office at 952-838-3730.

1. Provide his/her name, company name and suite number.
2. Describe the problem as accurately as he/she can.

The Management Office will address the problem as soon as possible, sending someone to assist you or making whatever other arrangements are necessary. If the repair or maintenance work is not the Landlord's responsibility, then the tenant will be charged for such work at Landlord's cost plus appropriate mark-up. Please make your service request directly to the Management Office. Maintenance personnel are required to receive instructions and assignments from the Management Office only. This procedure helps the Management Office keep track of your requests and ensure that they are resolved in a timely fashion.

- **Lighting/Electrical:** If you need light bulbs or ballasts installed, please contact the Management Office.
- **Keys:** New tenants receive 2 keys per lock set. You can purchase additional keys from the Management Office. Requests for lock work, except for desks and filing cabinets, should be made to the Management Office. Alterations to locks can be made only with approval from the Management Office. If you need to activate or deactivate a keycard, please contact the Management Office.

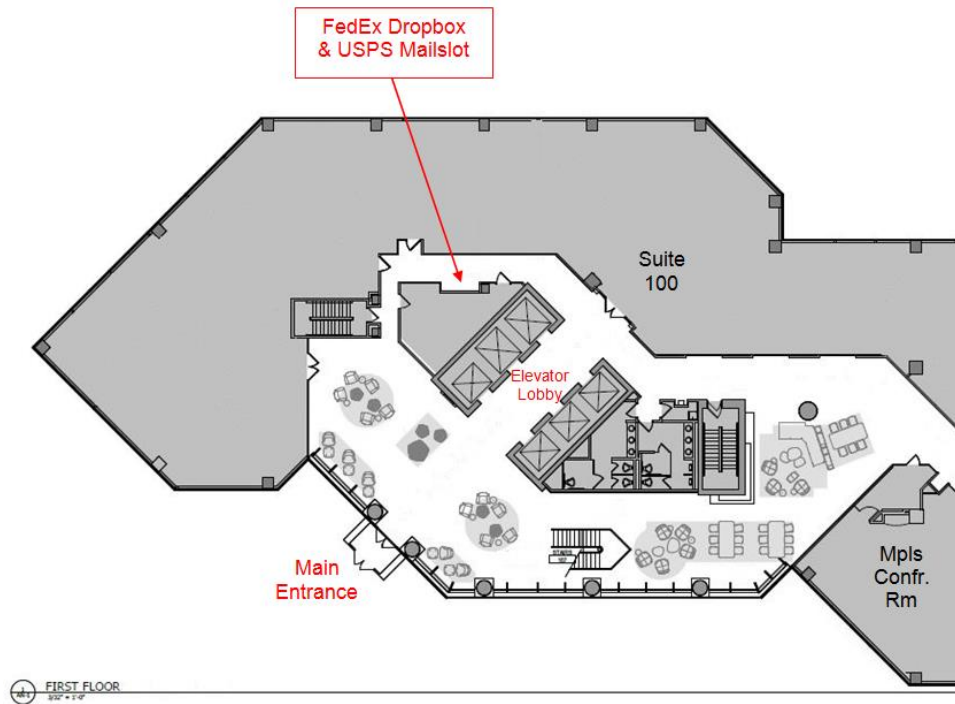
POSTAL SERVICES

The outgoing mailboxes are located on the first floor and lower level; the scheduled pick up is at 4:30PM each afternoon. There are no scheduled pick-ups on Saturday or Sunday. Incoming mail is delivered daily to tenants' suites Monday through Friday.

FEDERAL EXPRESS

- A Federal Express drop box is located on the first floor. Packages are picked up each afternoon. Check the drop box for current pick-up times. There are no scheduled pick-ups on Saturday or Sunday.
- Federal Express packages are delivered directly to tenants by Federal Express whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the local Federal Express office. You may make prior arrangements with the Management Office.

POSTAL SERVICES & FEDEX



TENANT FUNCTION GUIDELINES

If you are planning a tenant function (e.g., party, reception, fundraiser), please notify the Management Office in advance. The Management Office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building, and provide for the safety of all visitors and guests. The Management Office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and Certificate of Insurance. No function may be held in the common area or on the grounds without prior management approval.

Building Access and Security

ACCESS – DURING AND AFTER BUSINESS HOURS

Normal operating hours for the building are:

Monday - Friday	7:00AM - 6:00PM
Saturday	8:00AM - 1:00PM
Sunday and Holidays	Closed

After-hours and weekend access to the building is limited to the glass front doors that open onto the second floor main lobby (skyway level). Anyone entering the building during after business hours will need an access card and is also required to sign in and out at the security desk. Elevators will operate only with proper access cards.

Please provide the Management Office with a list of the names and home phone numbers of at least three individuals who may be called to authorize admittance of an employee into the building without an access card. These individuals would also be contacted in the event of an emergency.

Tenant employees and guests or service employees must be provided with a key to office areas by the tenant. Tenants can request additional keys from the Management Office for a small fee.

Tenants locked out of their space after hours will only be allowed access if the tenant's emergency contact authorizes such action.

SECURITY – DURING BUSINESS HOURS

Suite entrances are unlocked during regular business hours. Although we try to maintain a secure working environment, many people enter the building every day, and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

1. Lock all doors when leaving your suite unattended.
2. Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when leaving them unattended.
3. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults. Do not leave combinations where they can be found or easily deciphered.
4. Notify the Management Office if you see loiterers, peddlers or canvassers on the premises.
5. Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.
6. Check wastebaskets at the end of the day to ensure that no items of value have been left there.

SECURITY – AFTER BUSINESS HOURS

After normal business hours, please make sure that all entry doors to your suite are locked. It is also a good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will do so without problems. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact the management office at 952-838-3730 or security at 612-232-7844 for appropriate assistance.

The Management Office recommends that you keep all personal valuables locked up. Although the security staff patrols the building throughout the day and night, we cannot guarantee the safety of unsecured valuables or personal items.

SOLICITING AND LOITERING

Canvassing, soliciting, peddling and loitering are not allowed within the building. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the Management Office immediately.

SECURITY GUARD ESCORT

The security personnel will accompany anyone requesting an escort to his/her car in the parking ramp and will remain until the car has started. Call security at 952-232-7844.

Prevention

SUSPICIOUS ACTIVITIES

Any suspicious activities should be reported immediately to the Management Office during regular working hours or the security desk after building hours. Security personnel are generally powerless to assist or take police action in criminal matters in a tenant space. During business hours, management personnel will escort the police officers directly to your suite.

CRIME PREVENTION MESSAGE

The Management Office is concerned about the safety and protection of our tenants, their employees and their property. We are conscious of the various criminal activities to which each of us is exposed on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone is made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that management does not provide security services to any tenant suite. Contracts for guard services are on behalf of the building owners and are for the protection of their interests in public (common) areas only. All criminal activities should be reported immediately to the police department at 952-563-4900.

TRAINING

All members of the Emergency Preparedness and Evacuation Team must attend forums and informational sessions produced by the fire department, police department and Cushman & Wakefield. The information is essential to the readiness of the Emergency Preparedness and Evacuation Team. The sessions are designed to illustrate the need for a fire action plan, show the proper use of building fire suppression equipment and acquaint everyone with the specific evacuation plan of the building. The sessions will be conveniently scheduled by the Property Manager.

Regular in-house company meetings and fire drills are encouraged to familiarize employees with the Emergency Preparedness and Evacuation Plan. Cushman & Wakefield may be contacted for assistance in presentations and review of the Emergency Preparedness and Evacuation Plan.

Moving

GENERAL INFORMATION

All tenant moves—into, out of, or within the building—must be coordinated with the Management Office. Please notify the Property Manager of your proposed moving date and to schedule the freight elevator. The moving company must provide a Certificate of Insurance to the Management Office at least five days prior to the day of your move.

Cushman & Wakefield also requires that the moving company provide protection for building floors, walls and elevators during loading and unloading. If you are not using a moving company, please call the Management Office for assistance in coordinating the use of the elevator and protection of floors, walls and elevators.

In general, moves must be undertaken during non-business hours to simplify access to the building and minimize any disturbance to other tenants. If this is inconvenient, the Management Office will attempt to accommodate your schedule in every way possible.

VENDOR INSURANCE REQUIREMENTS

It is Cushman & Wakefield's policy that all vendors and contractors providing moving services, remodeling, painting, construction, etc., to our tenants provide the Management Office with evidence of the following:

<u>General Liability</u>	<u>Per Occurrence</u>
Bodily Injury	\$2,000,000
Property Damage	\$2,000,000
Personal Injury	\$2,000,000
<u>Automobile Liability</u>	
Bodily Damage & Property Damage	\$1,000,000
<u>Worker's Compensation</u>	In statutory amounts with waiver of subrogation in favor of Agent and Owner
<u>Employer's Liability</u>	\$500,000
<u>Umbrella Liability Insurance</u>	\$2,000,000

A Certificate of Insurance naming Cushman & Wakefield U.S., Inc., and Sterling Northland, LLC and Tenant as additional insureds must be furnished to the Management Office before any work can be performed on the premises or before items can be moved onto or off of the premises. Please contact the Management Office for the exact name of the landlord to be included in the certificate.

In addition, the moving contractor must agree to protect, indemnify, and hold the Landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving contractor's employees, tenant and its employees, or other third parties due to bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or sub-contractors. The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work thereunder.

If your vendor is unwilling to provide the required certificate, they may be denied access to the building.

Loading Dock Hours and Access

Please ask the moving contractor to contact the Property Manager well in advance of the moving date to schedule use of the service elevator. The service elevator is available during non-business hours only with the written approval of the Management Office. Approval is also required for moves that are scheduled to take place during the weekend.

The loading dock area or delivery entrance is located on the north side of the building. The following rules are designed to ensure a, smooth, continuous flow of material from the dock area to the tenants in the building:

- A 30-minute unloading limit is observed at the loading dock, except for move-ins and move-outs.
- Hand carried deliveries are permitted through the dock area.
- Two and four wheel dollies, carts, and other types of material conveyors may not be taken in the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.
- When moving bulky materials, office furniture or equipment in or out of the building, please contact the Management Office for assistance.
- Movement through building entrances and the lobby is restricted between the hours of 7:00 AM and 5:00 PM.

DOCK DIMENSIONS

Dock Height 13'8"

Dock Dimensions (left to right)

A	9.5' x 9'
B	9.5' x 9'
C	8' x 9'

Dock level from ground 4'

B- Dock bay has a leveler with a 1' angled drop with a tongue.

Empty boxes, pallets and other packing materials should not be left in the hallways. Please leave empty boxes near trash containers in your space for pick up each evening or in the tip carts provided for you in the loading dock. Cardboard boxes should be flattened or broken down before recycling. Cartons left in your space should be labeled with a "recycle" sticker.

Elevators/Freight Elevators

The building is equipped with five passenger elevators, one freight elevator, and a hydraulic lift elevator in the parking ramp.

THE FREIGHT ELEVATOR

The freight elevator must be used for all deliveries and for moving large pieces of equipment, furniture, etc. This elevator as well as elevator #5 will allow you to access the lower level of the building: the USPS mail slot, UPS drop box, fitness center, loading dock or tenant storage area.

FREIGHT ELEVATOR DIMENSIONS

Door width	3.6'
Door height	7.0'
Cab width	5.5' by 7.0'
Cab height	12'

FREIGHT ELEVATOR CAPACITY

4,000 lbs.

ELEVATOR ENTRAPMENT

If you find yourself trapped in the elevator during business or afterhours, the first step of action to take is to push the "HELP" button found on the lower portion of the button panel. This will send a direct call to our elevator vendor to dispatch a technician to come out and free you from the elevator as well as troubleshoot any elevator issues. Do not call 911 unless electricity in the building is down. Calling 911 will dispatch the police and fire department who will eventually need to contact the elevator company.

Alterations and Remodeling

TENANT ALTERATION PROJECTS

Ordinarily, office suites are built to accommodate individual tenants prior to move-in. Should those needs change and alteration of your space be required, building management personnel are available to assist you. All remodeling, from simple decorative changes such as painting, to more extensive remodeling involving alterations of permanent walls and/or mechanical or electrical systems, must comply with the provisions of your Lease and all applicable building codes. Any and all remodeling must be reported in writing and approved in advance by the Management Office. Installation of communications equipment, computer or alarm systems must also be coordinated with the Management Office.

The Management Office will provide a list of contractors approved to work in the building. Whenever a service elevator is required for an extended period of time, it must be scheduled in advance.

Construction firms, installation crews and personnel providing remodeling services must be approved by the Management Office. Adequate insurance evidenced by Certificates of Insurance reflecting public liability, property damage liability and worker's compensation in amounts required by ownership must be provided to the Management Office. All such work must comply with applicable building and municipal requirements.

COMMUNICATIONS INSTALLATIONS

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the Management Office prior to the day on which the work is due to start to ensure that house cabling lines are properly assigned and code requirements are met.

Emergency Procedures

Bell Plaza

EMERGENCY TELEPHONE NUMBERS

All Emergencies	911
Management Office	(952) 838-3730
After Hours Building Emergency Number	(952) 838-3730 ext 9
City of Bloomington	(952) 563-8700
Police Department (Non-Emergency)	(952) 563-4900
Fire Department	(952) 563-8933
Area Hospital Fairview Southdale	(952) 924-5000
Electric Company Xcel Energy	(800) 895-1999
Gas Company CenterPoint Energy	(612) 372-5050
Water Company City of Bloomington	(952) 563-4905

Emergencies

INTRODUCTION

The landlord-tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and life-safety issues. You depend on the management team to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you—and all of the tenants—to become familiar with that information and to participate in evacuation drills and training sessions.

Throughout the following **Emergencies** section, we will refer to the *Incident Commander, Floor Wardens, Searchers, Special Assistants, Stairwell and Elevator Monitors, and Alternates*. These are people in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the **Evacuation** section of this guide for more information on the responsibilities of each of these positions.

All members of your staff must be familiar with these procedures. It is recommended that this information be distributed to all employees and be posted in a lunchroom or other public area within your premises.

If you have any questions about the procedures and plans in this Guide, please contact the Management Office.

INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System (ICS) is a management system that outlines the protocol, procedures, and terminology for organizing personnel, facilities, equipment, and communications at the scene of an emergency. ICS provides a common framework from which all emergency responders can work.

ICS is widely used throughout the United States by fire agencies, and is increasingly used for law enforcement, first responders, and other public safety applications, as well as for emergency and event management. It was designed to provide clear lines of authority, clear objectives and clear communication.

Cushman & Wakefield has chosen to implement a basic version of ICS to manage emergencies. Fundamental to ICS is establishing who the Incident Commander is during an emergency. The role of the Incident Commander is to set objectives and priorities, develop the action plan, conduct tactical operations, provide logistical support and evaluate results. While the Incident Commander has the final decision, he or she does not make these decisions in a vacuum. The Incident Commander hears and evaluates recommendations from others, especially those who might know more about a particular area.

At Cushman & Wakefield, the most senior member of the property team ON-SITE during the emergency is the Incident Commander. If there is not yet a member of the property team onsite, the most senior contract security officer is the Incident Commander. As Incident Commander, he or she is responsible for making on-site decisions and issuing onsite commands on behalf of Cushman & Wakefield during the event. If there is no property team member or security officer on-site, then the Incident Commander is the Manager on Duty (MOD) at that time. Cushman & Wakefield will have an offsite manager on duty, on call, 24 hours per day at all times.

EVACUATION PLAN

It is imperative that all tenants follow the Evacuation Plan (the "Plan") as outlined below. It is your firm's responsibility to assign responsible personnel to assist the property management team and to be responsible for controlling the movement of your employees and visitors during a full or partial evacuation of the building.

The Evacuation Plan includes information on the following topics:

- Evacuation team members and their responsibilities
- Evacuation plans and procedures
- Training
- Emergency procedures for:
 - Evacuation
 - Fire
 - Medical Emergencies
 - Power Failure
 - Bomb Threats
 - Chemical, Biological, or Radiological (CBR) Event
 - Severe Weather
 - Civil Disturbance
 - Terrorist Activities
 - Workplace Violence

You should establish an evacuation team based on the positions described below. Please refer to Exhibit C. Additionally, you need to keep an updated emergency telephone calling tree for contacting employees.

The Evacuation Team for each floor consists of the Floor Warden, Searchers, Special Assistants, Stairwell and Elevator Monitors, and Alternates. It is each team member's responsibility to be familiar with the Plan, the emergency exits, and the location and operation of any available fire alarm system, equipment, and extinguishers.

The following table outlines the roles and responsibilities of Evacuation Team members. All of the following roles are appointed by you, the tenant, with the exception of the Incident Commander who is the most senior member of the building management team on-site at the time of an emergency.

Evacuation Team Member	Description	Key Responsibilities
Incident Commander	Manages the evacuation of the entire building; the most senior property team member on-site at the time of emergency (e.g. Property Manager, Engineer, Security, or the MOD).	<ul style="list-style-type: none"> • Provides overall management/supervision of the emergency evacuation. • Handles all external (i.e. local authorities) and internal communications regarding emergencies. • Makes all decisions related to building emergencies and evacuation.
Floor Wardens	Manages the evacuation of the assigned suite or floor. Appointed by tenant. If a tenant does not designate a Floor Warden, the Property Manager will designate one for that floor.	<ul style="list-style-type: none"> • Organizes and directs the Evacuation Team for an assigned floor. • Keeps property management team informed of any absences of the Evacuation Team. • Ensures all public areas of their assigned floor are evacuated.
Suite Monitors	Manages the evacuation of the assigned suite. Appointed by each tenant for each suite.	<ul style="list-style-type: none"> • Organizes and directs the Evacuation Team for an assigned suite. • Keeps property management team informed of any change to the list of individuals requiring special assistance, as well as any absences of the Evacuation Team for their suite.
Searchers	Ensures no one is left behind. Searchers are appointed by the tenant for each floor and each suite.	<ul style="list-style-type: none"> • Searches all rooms and public areas in their assigned suite to ensure everyone has evacuated. • Informs the Suite Monitor when assigned area is fully evacuated.
Special Assistants	Aid persons requiring special assistance. Special Assistants are appointed by each tenant on each floor.	<ul style="list-style-type: none"> • Ensures that those needing special assistance are evacuated safely. <p>Note: Two Special Assistants are required for every individual requiring assistance.</p>
Stairwell Monitors	Manages stairwell evacuation inside suites and common areas. Appointed by the tenant and building management.	<ul style="list-style-type: none"> • Ensures that the stairwell door is not hot to the touch and there is no smoke in the stairwell. • Attends to the following duties: <ul style="list-style-type: none"> - Monitor #1: Holds the stairwell door, keeps talking to a minimum, and ensures those evacuating stay on the right side of the stairwell. - Monitor #2: Stands on the stairwell landing to direct traffic flow and encourages evacuees to remain calm. <p>Note: Two Stairwell Monitors are required for each floor.</p>
Elevator Monitors	Prevents use of elevators. Appointed by the tenant and building management.	<ul style="list-style-type: none"> • Ensures that no one uses the elevators in an emergency. Redirects occupants to stairwells. <p>Note: One Elevator Monitor is required per elevator lobby, including the freight elevator lobby.</p>

ALTERNATES

Sufficient alternates for each Evacuation Team position must be assigned so that a principal or alternate is in the building at all times during working hours to supply leadership under the Plan. Coverage during vacation, sick leave, etc., must be taken into account.

TRAINING

All members of the tenant's evacuation team will be asked to attend forums and training sessions conducted by the fire department, police department and/or Cushman & Wakefield. The training is essential to the readiness of the evacuation team. Your Property Manager will schedule the sessions and provide you with pertinent information.

Tenants should conduct in-house training and emergency evacuation drills regularly in accordance with the Plan. The Cushman & Wakefield property management team is available to assist with presentations, and a review of your firm's emergency evacuation plan.

EVACUATION DRILLS

- The Property Manager, often with the assistance of the fire department, conducts periodic emergency evacuation drills for the building in accordance with the Evacuation Plan.
- All occupants of the building are required to participate in the emergency evacuation drills. The occupants may be required to leave the building and assemble in an area designated by the Incident Commander.

INSTRUCTIONS FOR PERSONS REQUIRING SPECIAL ASSISTANCE

Persons requiring special assistance (broken leg, pregnancy, physically challenged, etc.) must be identified and considered prior to any emergency evacuation. It is necessary for Suite Monitors to notify the Management Office of any persons who may require special assistance during an evacuation. A form for maintaining a list of persons requiring special assistance is located in the back of this manual Exhibit D. An up-to-date copy of the form should be sent to the Property Manager promptly following any adjustments.

Persons not requiring or providing assistance will evacuate first. Persons requiring special assistance can then evacuate in an effort to avoid injury. If there is evidence of fire, persons requiring special assistance should be positioned near the emergency exit located farthest away from the fire. If fire conditions pose a personal threat, the Special Assistants will enter into the emergency stairwell accompanying the person requiring assistance and wait for help from the fire department. The Evacuation Team may assist in evacuating the persons requiring special assistance if danger is imminent and the fire department has not yet arrived.

FIRST AID/EMERGENCY SUPPLIES

It is recommended that you have, at minimum, the following items available in your tenant space:

- First aid kit
- Cell phone
- Transistor radio with extra batteries
- Heavy gloves in case of broken glass
- Flashlights and fresh batteries

EVACUATION PROCEDURE

The following process outlines the procedures that the Evacuation Team will follow during an evacuation.

Evacuation Procedure:

Incident Commander

Notifies the Floor Warden & Suite Monitors of need to evacuate and activates the alarm

Evacuation Team

Assume assigned posts and communicates with the following teams:

Special Assistants

Assists those with special needs in their evacuation

Searchers

Searches all rooms & common areas to notify occupants of evacuation

Stairwell Monitors

Directs evacuees down a safe stairwell. Direct evacuees to: Stay on right side, Discontinue talking, and Remain calm.

Elevator Monitors

Redirects evacuees to stairwell

Suite Monitor(s)

Directs evacuation of assigned suites and reports status and issues to Floor Wardens as necessary

Floor Wardens

Reports status and issues to Incident Commander as necessary and evacuates building

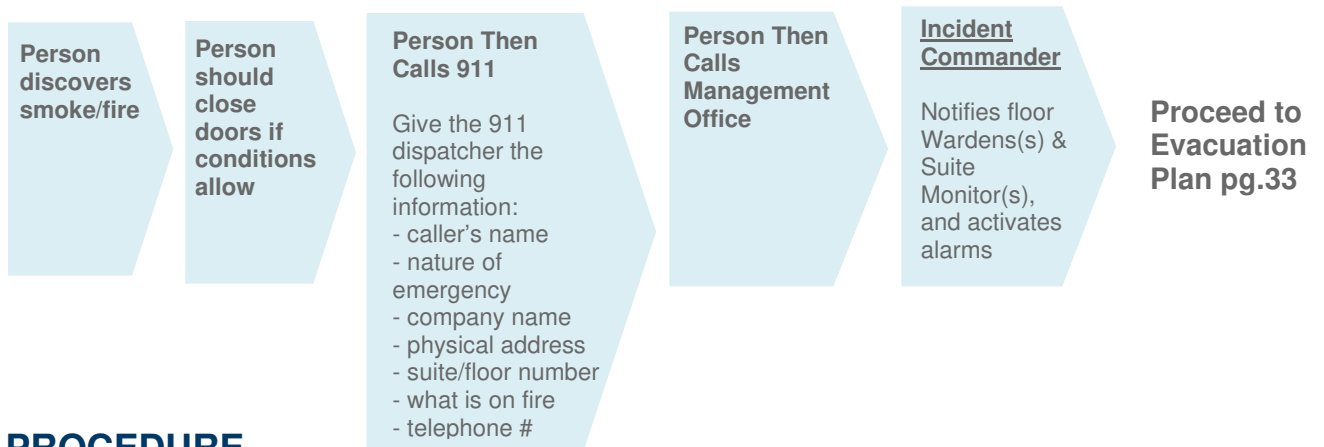
Evacuation is Complete.

Fire Evacuation

GENERAL INFORMATION

The building may be fully or partially evacuated when a fire alarm signal is sounded. An effective evacuation depends on the orderly “phasing” of floor clearance, which means that the emergency floor is evacuated first and immediately. The next floor to evacuate should be the floor above the emergency floor, followed by the floor below. The Property Manager will be in charge of the evacuation until the Fire Chief arrives.

Each tenant's office manager or supervisor must predetermine priorities for the safety of records, classified material and/or securities. Supervisors also must cooperate with Tenant Wardens to ensure that all employees are well-informed and instructed on evacuation procedures.



PROCEDURE

1. The person who discovers the fire:
 - Dials 911 and reports the fire to the fire department.
 - Calls the Management Office at 952-838-3730 to report the location of the fire.
2. The Floor Wardens contact the Tenant Wardens and Special Assistants assigned to their floor. In addition, the Floor Wardens assume full control of their floor and activate the Emergency Preparedness and Evacuation Plan.
3. The Tenant Wardens go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness.
4. Special Assistants immediately contact and help their assigned person. Persons with disabilities wait for help from their Special Assistant.
5. Members of the Evacuation Brigade go to their stations and perform their assigned duties.
6. All elevators are called to the ground floor and put on manual control. The Evacuation Brigade promptly clears the ground floor lobbies by directing all people outside to avoid lobby congestion.

7. Floor wardens distribute the flow of people evenly via all available stairway exits.
 - If a stairway is filled with smoke or on fire, the alternate stairway can be reached via cross-over through the closest tenant floor.
 - Each stairway designated as an evacuation stairway is identified by signs on the inside and outside of the door at eye level. When Floor Wardens report to the security desk on any condition, they must refer to their location as evacuation stairway.
8. The orderly phasing of floor clearance continues until all occupants are evacuated to the outside safety area, which is located no less than 300 feet from the building.
9. When the "all clear" is announced, the Evacuation Brigade signals the Floor Wardens to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service. The Evacuation Brigade coordinates the loading of the elevator cars to prevent over-crowding.
10. The intermittent Alarm Signal is silenced when the "all clear" is announced. (The alarm signal continues throughout the state of emergency.)

NOTE: Upon arrival, the Fire Chief is in charge.

FIRE TENANT RESPONSIBILITIES

SPECIAL ASSISTANTS (TO AID PERSONS WITH DISABILITIES)

1. Evacuate persons with disabilities.
2. If necessary, ensure persons with disabilities are carried by their assigned assistants. Wheelchairs should be left behind.

FLOOR WARDENS

1. Direct the evacuation of the floor in accordance with the directions received from the Management Office and the following guidelines:
 - Utilize Tenant Wardens to ensure that all occupants are notified of the fire and immediately execute the Emergency Preparedness and Evacuation Plan.
 - Know where all persons with disabilities are located and keep an up-to-date list. These persons may need special assistance in the event of evacuation.
 - Select the safest stairwell to use for evacuation on the basis of the location of the fire and any information received from the Fire Chief and/or security personnel.
2. Before anyone enters the stairwell to evacuate, check the environment in the stairwell. If it is affected by smoke, select an alternate stairwell and notify the Management Office (952-838-3730).
3. Keep the Management Office informed of the means being employed for

evacuation by the occupants of your floor and other pertinent information.

4. **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**

TENANT WARDENS

1. Assist the Floor Warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. Ensure the evacuation of all occupants within your tenant space.
3. In the absence of the Floor Warden, assume the full duties and responsibilities of the Floor Warden position.
4. **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**

ASSISTANT TENANT WARDENS

1. Assist the Tenant Warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. In the absence of the Tenant Warden, assume the full duties and responsibilities of the Tenant Warden position.

BUILDING STAFF RESPONSIBILITIES

PROPERTY MANAGER

1. Report to the Fire Command Center to supervise, coordinate and ensure that:
 - The fire department has been notified of any fire or fire alarm.
 - All elevators have been called to the ground floor.
 - The fire department is given all emergency keys.
 - Evacuation procedures are followed as outlined in the Emergency Preparedness and Evacuation Plan.
 - The fire department chief-in-charge is advised of the operation of the Fire Command Center.
 - The conditions on the fire floor are reported to the fire department.

SENIOR ENGINEER

1. Report to the Fire Command Center to make public address and effectively implement the Emergency Preparedness and Evacuation Plan.
2. In the absence of the Property Manager, assume the full duties and responsibilities of that position.
3. Provide the fire department and police department with building information (floor plans, blueprints, etc.) as requested.

EVACUATION BRIGADE (REMAINING BUILDING STAFF)

1. Upon the receipt of a fire alarm, ensure that a designated member of the team:
 - Reports to the lobby level of the evacuation stairway to direct tenants and control the movement of occupants.
 - Reports to Management Office to communicate with Floor Wardens, Tenant Wardens and tenants, and provides information to the Property Manager.
 - Reports to main pump room to assist fire department.
 - Is prepared to direct the fire department to the fire location and to inform them of conditions.

IF YOU DISCOVER SMOKE OR FIRE

1. Dial 911 immediately.
2. Inform the fire department dispatcher that you are calling to report a fire at 3800 American Boulevard West. Tell the fire department dispatcher:
 - * Your name
 - * Your company's name
 - * Your suite/floor number
 - * What is on fire
 - * The location of the fire
 - * Your telephone number
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the Management Office at 952-838-3730.
5. Evacuate according to the Emergency Preparedness and Evacuation Plan.

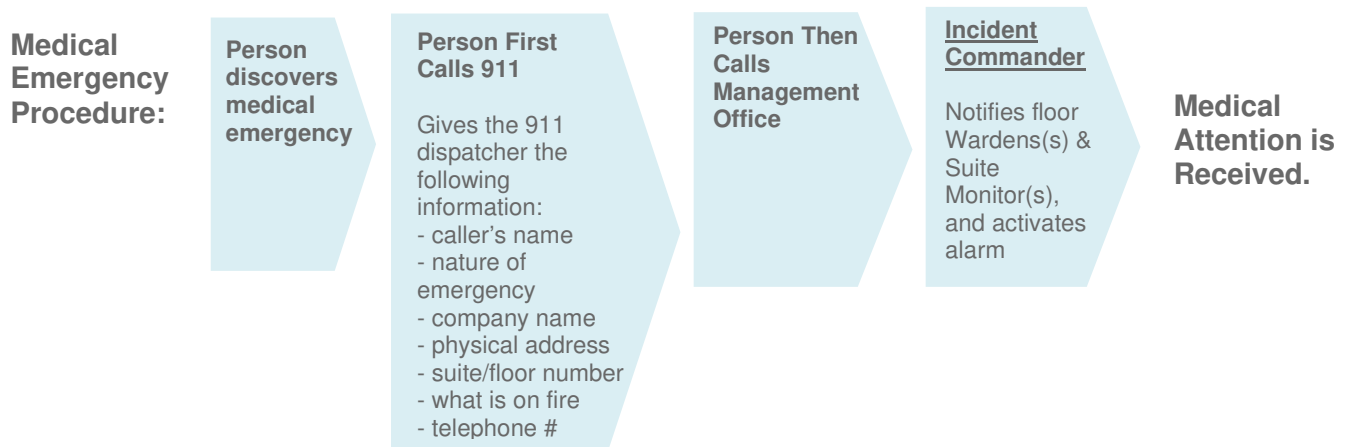
(A copy of this page should be distributed to all employees.)

Medical Emergencies

GENERAL INFORMATION

Time is extremely important in the case of a medical emergency. Cushman & Wakefield recommends that all tenants keep a first aid kit, including emergency supplies, unlocked and fully stocked in their suite. It is the tenant's responsibility to make sure that employees are aware of its location and proper use of the supplies.

The Management Office requests that tenants provide a list of any office personnel who are trained in CPR. This list is extremely valuable and will be used by building management to locate trained individuals to assist in emergency. A copy of this list is available to each tenant.



NOTE: DO NOT ATTEMPT TO MOVE THE INJURED PERSON UNLESS IT IS NECESSARY FOR SAFETY REASONS.

PROCEDURE

1. The person who discovers the emergency:
 - Dials 911, telling the paramedics:
 - * Building address — 3800 American Boulevard West
 - * Your name
 - * Your company name
 - * Your floor/suite number
 - * Your telephone number
 - Calls the Management Office at 952-838-3730.
2. The Management Office directs the emergency personnel to the medical emergency.
3. The Evacuation Brigade recalls an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.

NOTE: IT IS CRUCIAL THAT THE INJURED PERSON IS NOT MOVED. TRY TO KEEP THE INJURED PERSON COMFORTABLE WITHOUT MOVING HIM/HER.

Severe Weather/Tornadoes

GENERAL INFORMATION

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan areas. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If your company decides to evacuate the building, notify the Incident Commander of your intention to do so. If an early alert is given by the U.S. Weather Service and a decision is made to remain in the building, certain steps can be taken to prepare for the severe weather.

There are two conditions for a possible tornado:

TORNADO WATCH:

A Tornado Watch is an alert from the National Weather Service indicating that conditions are favorable for the possible development of a tornado.

TORNADO WARNING:

A Tornado Warning is an alert from the National Weather Service confirming that a tornado has been sighted in the area.

If informed by the U.S. Weather Service that severe weather is imminent, follow the steps below:

Severe Weather Procedure:

All Occupants Should Move to Core Areas of the Building

- Take cover in an interior hallway
- Stay away from doors & windows
- Close perimeter doors behind you

Then Determine Whether Evacuation is Necessary

If YES:

- All occupants follow Evacuation Plan pg. 33

If NO:

- All occupants wait until storm passes

Severe Weather/Tornadoes

TENANT RESPONSIBILITIES

ALL TENANTS

1. Maintain an inventory of emergency equipment to be used during severe weather:
 - Flashlights and fresh batteries.
 - First aid kits to treat minor injuries.
 - Portable radios—useful for keeping abreast of severe weather conditions.
2. If informed by the U.S. Weather Service that severe weather is imminent, follow the steps below (if necessary):
 - Clear desks, tables and window sills of books, papers or other items and secure them in boxes or drawers.
 - Move easily moveable furniture away from windows.
 - Store all easily moveable office equipment in inside offices.

TENANT WARDENS

1. Move all occupants to the core areas of the building (corridors, away from windows or glass entry doors).
2. If your company decides to evacuate the building, notify the Property Manager of your intention to do so. The evacuation stairway is to be used in a severe weather evacuation.
3. Confirm with the Property Manager/security personnel, etc., that your company has totally evacuated its space and the building.
4. Notify the Property Manager at 952-838-3730 of all severe leaks, fires, and structural or other damage during or after the storm.

BUILDING STAFF RESPONSIBILITIES

PROPERTY MANAGER

1. Alert the Emergency Preparedness and Evacuation Team for possible action.

SENIOR ENGINEER

1. Check the readiness of auxiliary power for emergency lighting.
2. Execute building repairs as quickly as possible.

EVACUATION BRIGADE

1. Secure or move unattached building items indoors.

NOTE: The building staff will maintain communications with public utilities as appropriate and monitor local news and weather reports.

During disasters that cause loss of primary power sources, Xcel Energy will work to restore service from a stand-by source.

Telephone service may also be interrupted during severe weather. Tenants requiring emergency service should contact their telephone company.

The weather service will announce the approximate time the tornado was sighted, and the direction and speed it was moving.

If a tornado warning has been issued by the United States Weather Service, either a tornado siren will be sounded or the Management Office will notify you that a tornado warning is in effect.

PROCEDURE

1. Keep abreast of weather conditions via radio or television.
2. Close all doors of perimeter offices. If time permits, close all drapes and blinds.
3. **LEAVE ALL INTERIOR DOORS OPEN** in order to prevent atmospheric pressure problems.
4. Notify the alarm system company (if your company has one) of the probable discontinuance of electrical service during the storm.
5. Notify the Management Office of all flooding, leaks, fires and structural damage.

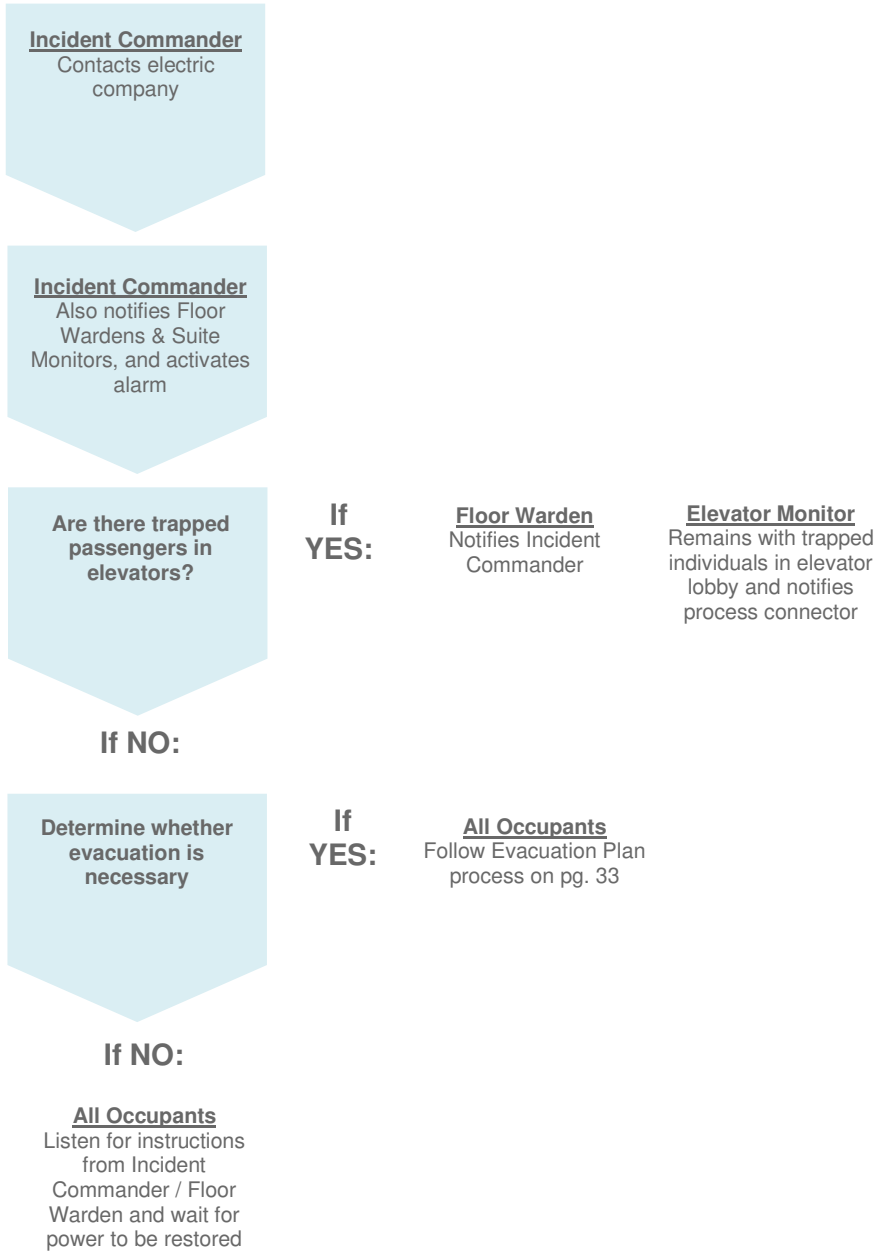
Someone from the Management Office will contact you with further instructions. If there is enough warning, people may leave the building. However, if there is no advance warning, people should not evacuate unless instructed to do so by authorities.

Power Failure

GENERAL INFORMATION

In the event the building sustains a power failure, emergency lighting is available in the stairwells. The stairwell emergency lighting is powered by either a battery-back up or emergency generator. All HVAC equipment, lights, outlets, elevators and most telephone equipment will not be operational.

Power Failure Procedure:



Power is Restored.

In the event the building sustains a power failure, emergency lighting is available in the stairwells. All HVAC equipment, lights, receptacles, elevators and most telephone equipment will not be operational.

PROCEDURE

1. The Senior Engineer contacts the electric company to find out the duration of the power outage.
2. Floor Wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the Floor Wardens will ask them to remain calm and then notify the Senior Engineer of their location.
3. Tenant Wardens report to the elevator lobby on their floors to assist the Floor Warden in assessing the elevator situation. If people are stuck, the Tenant Warden will stay in contact with these people and not leave the elevator lobby.
4. If the power is not restored after 15 minutes, all Floor Wardens proceed to main floor lobby.
5. The Senior Engineer meets the Floor Wardens at main floor lobby and informs them of the situation.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the **Fire** section of this manual.)

Bomb Threats

GENERAL INFORMATION

The success of the building's preventive strategy requires the full cooperation of all tenants. All suspicious individuals, activities, packages or situations should be reported to building security.

If a general or non-specific bomb threat is received by a tenant (no description of bomb, no detonation time, no location, etc.), the building in most cases will remain open. However, the decision to evacuate each tenant's suite is at the discretion of each tenant.

Evacuation may become necessary if the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. In case of evacuation, the process described in the Evacuation Plan shall be followed.

Please know that in most bomb threats, the bomb squad will not respond to a threat. If an unidentified or suspicious package is located, they may then respond to examine the object. In many cases a police officer will be dispatched, without urgency, to take a report of the threat.

If you encounter a suspicious package or substance, please remember these keys to guide your response: Isolation, Notification, and Evacuation.

- **ISOLATION** - Do not attempt to move or pickup the suspicious package/substance, restrict access to the area if safe to do so.
- **NOTIFICATION** - Call 911 and contact the building management.
- **EVACUATION** - Evacuate if danger is obvious, otherwise await direction from authorities.

Bomb Threat Procedure:

Person Receives a Bomb Threat

Person Records Information on Bomb Threat Checklist on pg 55. After the call, dial *69 and record number if not found on caller ID.

Person First Calls 911 Gives the 911 dispatcher the following information:

- caller's name
- nature of emergency
- company name
- physical address
- suite/floor number
- any information from Bomb Threat Checklist
- telephone #

Person Then Calls Management Office

Tenant Occupants Led by Evacuation Team
Begin search if appropriate or if notified by the Incident Commander

Evacuation Team
Records search results and report to Incident Commander/Emergency Authorities

Incident Commander
Determines if evacuation is necessary

If YES: **All Occupants**
Follow Evacuation Plan process on pg. 33

If NO: **Incident Commander**
Record as unsubstantiated threat.

Bomb Search is Complete

Bomb Threats

GENERAL INFORMATION

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

The Cushman & Wakefield staff will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the Management Office at 952-838-3730, or to building security at 952-232-7844.

PROCEDURE

1. The person who receives the bomb threat call:
 - Gets as much information from the caller as possible using The Bomb Threat Checklist (Exhibit A) as a guideline.
 - Dials 911 and reports the threat to the local police or fire department.
 - Calls the Management Office at 952-838-3730 or security at 952-232-7844.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, the Bomb Threat Notification Procedure (Exhibit B) will be executed. For evacuation procedures, please see the Fire section.

NOTE: Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.

2. The Management Office contacts the Evacuation Brigade and all Floor Wardens. The Property Manager and Floor Wardens confirm the need to notify company employees of the threat and to evacuate the building.
3. The Floor Wardens contact the Tenant Wardens, and Special Assistants assigned to their floors. In addition, the Floor Wardens assume full control of their floors and activate the Emergency Preparedness and Evacuation Plan.

4. Tenant Wardens notify employees in a calm and deliberate manner.
 - Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to immediately cease work, gather their personal belongings and proceed to (the emergency stairwell or floor [x]). This is not a drill."
5. Tenant Wardens execute their bomb threat search plan, making sure they:
 - Search for objects that seem out of place.
 - Do not touch anything! Suspicious objects **MUST NOT** be tampered with.
 - Notify the Management Office immediately at 952-838-3730 if they have found a suspicious object. (The Management Office will then notify the fire department, who will subsequently assume full control of the operation.)
6. The Evacuation Brigade reports to the affected area of the building and begins a search of the following areas:
 - Public areas
 - Stairways
 - Elevators
 - Equipment rooms
 - Cleaning closets
 - Restrooms
 - Air handler rooms
 - Any other areas designated by the police
7. Floor Wardens search the common areas of their floor including the following areas:
 - Public Areas
 - Stairways
 - Restrooms
8. Floor Wardens inform the Management Office at 952-838-3730 of all new developments.

NOTE: If your company decides to evacuate the building, use the stairways to evacuate. The Tenant Warden must confirm with the Property Manager that your company has evacuated the building.

TENANT RESPONSIBILITIES

1. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.
2. Search leased space for bombs.
3. Develop a Bomb Threat Search Plan to be executed upon receipt or notification of a threat and select people to participate in it.

BUILDING STAFF RESPONSIBILITIES

PROPERTY MANAGER

1. Assist tenants who have received a bomb threat. Requesting:
 - Specifics of the threat.
 - If 911 has been called. (If not, the Property Manager will call 911.)
 - If a bomb search has been initiated. (The Property Manager will remind the tenant that it is their responsibility to search their own leased space.)
 - If employees have been notified of the threat.
2. Notify the Floor Wardens, Security and the Evacuation Brigade.
3. Execute the Bomb Threat Notification Procedure (Exhibit B).

PREVENTATIVE MEASURES

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the Management Office at 952-838-3730.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE

1. Complete Bomb Threat Checklist, if possible (Exhibit A).
2. Call 911.
3. Inform the dispatcher that you are calling from Bell Plaza at 3800 American Boulevard West and that you have received a bomb threat. Tell the dispatcher:
 - Your name
 - Your company's name
 - Your suite/floor number
 - Your telephone number
 - Any information from your Bomb Threat Checklist (Exhibit A)
4. Listen for instructions.
5. Call the Management Office at 952-838-3730.
6. Wait for further instructions from your Tenant Warden.

(A copy of this page should be distributed to all employees.)

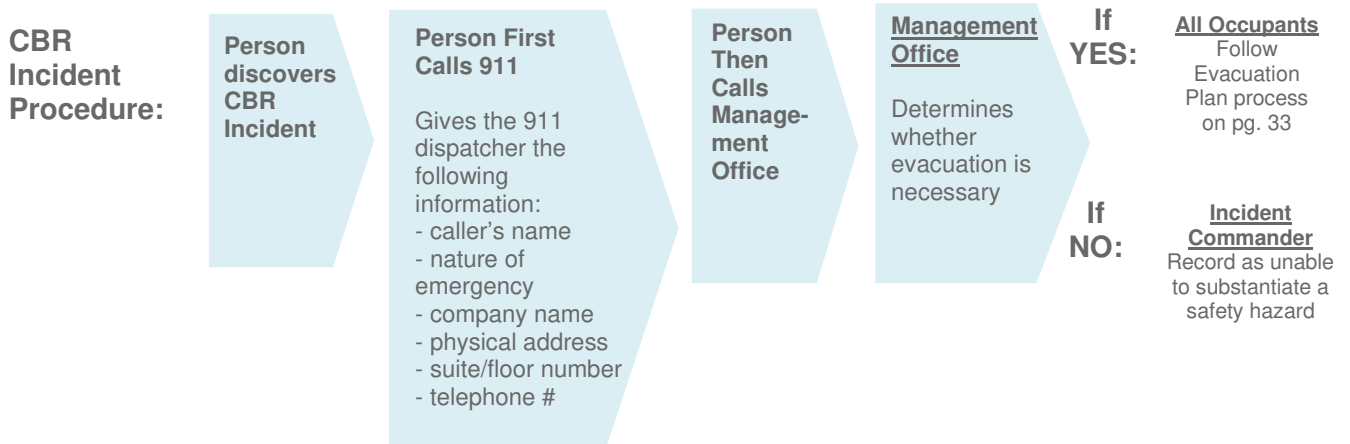
Chemical, Biological, or Radiological Event (CBR)

GENERAL INFORMATION

There is a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are also the most difficult to manufacture, transport, and weaponize because they are volatile and difficult to produce and deploy. The response to an incident involving CBR agents is similar to any other incident involving hazardous materials.

- **ISOLATION** - Isolate CBR object, area, and those exposed.
- **NOTIFICATION** - Call 911, the Management Office, and Floor Warden/Suite Monitor. (The Floor Warden/Suite Monitor will activate the Evacuation Team and Plan.)
- **SHELTER IN PLACE/EVACUATION** - Follow plan to evacuate to a safe area away from CBR incident.

CBR PROCEDURE



SHELTER IN PLACE

WHAT SHELTER-IN-PLACE MEANS:

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off the entire office building.

WHY YOU MIGHT NEED TO SHELTER-IN-PLACE:

Chemical, biological, or radiological contaminants may be release accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you.

In the event that a shelter in place is advised for the area including Bell Plaza, all persons in the building will be notified that Bell Plaza is preparing to shelter in place and that all doors will be locked after 5 minutes. All Tenants and visitors must decide whether to shelter in place at Bell Plaza until the “All Clear” is announced or whether they will leave the premises within 5 minutes. After that time, no one will be allowed to break the seal on the building until the “All Clear” is announced.

Building employees will immediately turn off all fans, heating and air conditioning systems and lock down all exterior building doors.

HOW TO SHELTER-IN-PLACE:

- Close the business
- If there are tenants, clients or visitors in your space provide for their safety by asking them to stay—not leave.
- Bring everyone into the pre-selected room. Shut and lock the doors.
- Select an interior room(s) with the fewest windows or vents.
- Use duct tape and plastic sheeting to seal all cracks around the doors and vents into the room.
- Remain in the room until the “All Clear” is given by Management personnel.

For more information visit www.dhs.gov.

Civil Disturbance

We rely on the local authorities to advise us of protective actions that should be taken during a local disturbance in or around the property. Emergency procedures may include one or more of the following:

- Partial building evacuation
- Securing entry to the building
- Securing all stairwells
- Securing elevators on a given floor
- Restricted access

In the event of a civil disturbance, tenants may be asked to remain in the building under advisement of the Incident Commander or law enforcement agencies until the disturbance is under their control.

Terrorist Activities

If we experience what we believe to be a credible threat in this building, we will alert our tenant contacts. Unless authorities dictate, the decision to evacuate the premises will remain with each tenant. Ultimately, security is everyone's responsibility, and no security measure can completely prevent terrorist attacks. By working together, however, we hope to create a more secure environment.

Cushman & Wakefield has established a Threat Level Matrix, based on the Department of Homeland Security (DHS) threat advisory color code system. The Matrix provides a list of actionable security options available at each DHS level related to operating procedures that would restrict free and open access to the building. Some of these options include restrictions on the use of the loading dock, the parking areas, lobby control for tenants and visitors, delivery services, etc. Cushman & Wakefield trains its staff and the various Floor Wardens to react to emergencies to help guide tenants to safe areas in the event of a terrorist incident.

If you encounter a suspicious package or substance, please remember these keys to guide your response: Isolation, Notification, and Evacuation.

ISOLATION – Do not attempt to move or pickup the suspicious package/substance, restrict access to the area if safe to do so.

NOTIFICATION – Call 911 and contact the building management.

EVACUATION – Evacuate if danger is obvious, otherwise await direction from authorities.

The following are resources for additional information:

- Center for Disease Control (CDC) Emergency Response at www.CDC.gov
- U.S. Department of Defense (DOD) at www.defense.gov, Federal Bureau of Investigation (FBI), special information.

Workplace Violence

In the event of any threat, notify 911 and building management immediately. For more information on workplace violence, please reference the following websites:

- <https://www.osha.gov/workplace-violence>
- <https://www.cdc.gov/niosh/violence/about/>
- <http://www.noworkviolence.com/articles/articles.htm>

Exhibit A – Bomb Threat Checklist

PROPERTY NAME: Bell Plaza
ADDRESS: 3800 American Blvd. West
CITY, STATE ZIP CODE: Bloomington, MN 55431

EXACT WORDING OF THREAT:

INFORMATION ON CALLER MAKING THREAT:

Sex of caller: _____
Age: _____
Race: _____
Phone # call is received at: _____
Date & length of call: _____

QUESTIONS TO ASK:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause the bomb to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your name? _____
10. What is your address? _____

ABOUT THE CALLER'S VOICE:

- | | | | |
|--------------------------|----------|--------------------------|---------|
| <input type="checkbox"/> | Normal | <input type="checkbox"/> | Stutter |
| <input type="checkbox"/> | Angry | <input type="checkbox"/> | Lisp |
| <input type="checkbox"/> | Excited | <input type="checkbox"/> | Accent |
| <input type="checkbox"/> | Laughter | <input type="checkbox"/> | Crying |
| <input type="checkbox"/> | Familiar | <input type="checkbox"/> | Slurred |

BACKGROUND SOUND:

- | | | | |
|--------------------------|---------------|--------------------------|---------------|
| <input type="checkbox"/> | Street Noises | <input type="checkbox"/> | Animal Noises |
| <input type="checkbox"/> | Voices | <input type="checkbox"/> | Static |
| <input type="checkbox"/> | PA System | <input type="checkbox"/> | Local |
| <input type="checkbox"/> | Music | <input type="checkbox"/> | Long Distance |
| <input type="checkbox"/> | Motor Noises | <input type="checkbox"/> | Cellular |
| <input type="checkbox"/> | Children | | |
| <input type="checkbox"/> | Other: | | |

THREAT LANGUAGE:

- | | | | |
|--------------------------|------------|--------------------------|--------------|
| <input type="checkbox"/> | Educated | <input type="checkbox"/> | Incoherent |
| <input type="checkbox"/> | Foul | <input type="checkbox"/> | Taped |
| <input type="checkbox"/> | Irrational | <input type="checkbox"/> | Message Read |

Name of person completing this form: _____ Phone Number: _____

Firm/Position: _____ Date & time form completed: _____

Exhibit B – Bomb Threat Notification Procedure

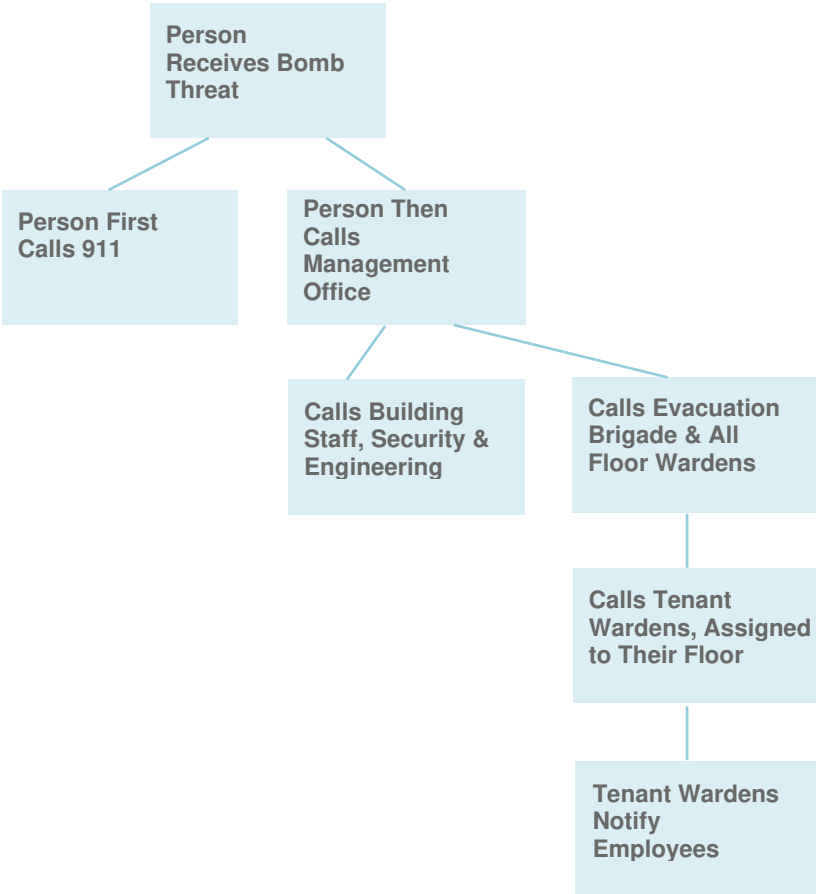


Exhibit C – Emergency Preparedness Evacuation Team

We would like to establish your Emergency Evacuation Response Team. The Emergency Response Team will assist in providing basic response and employee assistance during a building emergency. Please designate individuals to act in the capacity.

FLOOR WARDEN (if applicable):

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

Alternate Floor Warden (if applicable):

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

SUITE MONITOR:

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

Alternate Suite Monitor:

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

STAIRWAY MONITOR:

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

STAIRWAY MONITOR:

Employee: _____

Suite # _____

Work phone _____

Certified in
CPR/First Aid Yes No

Email Address: _____

Alternate Stairway Monitor:

Employee: _____

Suite # _____

Work phone _____

Email Address: _____

Certified in
CPR/First Aid Yes No

ELEVATOR MONITOR:

Employee: _____

Suite # _____

Work phone _____

Email Address: _____

Certified in
CPR/First Aid Yes No

Alternate Elevator Monitor:

Employee: _____

Suite # _____

Work phone _____

Email Address: _____

Certified in
CPR/First Aid Yes No

SEARCHER:

Employee: _____

Suite # _____

Work phone _____

Email Address: _____

Certified in
CPR/First Aid Yes No

SEARCHER:

Employee: _____

Suite # _____

Work phone _____

Email Address: _____

Certified in
CPR/First Aid Yes No

Exhibit D – Self-Identified Person(s) Requiring Assistance with the Type of Assistance Required

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____

Employee: _____ Location _____

Type of Assistance Required: _____

Assigned Evacuation Assistants: _____